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PATENTS

SIN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Baggenstoss et al.**

Serial No.: **10/733,137**

Filed: **December 11, 2003**

For: **Managing the Selection of  
Performance Interventions in  
A Contact Center**

) Art Unit: **2642**

) Confirmation No. **8268**

**INFORMATION DISCLOSURE STATEMENT**

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Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Robert T. Neufeld  
Reg. No. 48,394

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105017 US  
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 17, 2004.

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Robert T. Neufeld, Reg. No. 48,394

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**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
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APPLICANT Bagenstoss et al.	GROUP 2642
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**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						
AL						
AM						

**FOREIGN PATENT DOCUMENTS**

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES      NO.
AN					
AO					

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

AP	Knowlagent; <i>Knowlagent r7 Capabilities and Technologies Overview</i> ; June 10, 2004; pp. 1-20		
AQ	Knowlagent; Marketing document from website; <a href="http://www.knowlagent.com">www.knowlagent.com</a> ; (August, 2004)		

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.